

PROPOSED

RPA NUMBER (HR USE ONLY)

21-375

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).

INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 6/21/2022	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Associate		E. POSITION WORKING TITLE Workforce Development Technical Support
F. CURRENT POSITION NUMBER 695-561-1401-002		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Professional Development/Workforce Development Program/Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Yolanda Rhodes, Information Technology Supervisor II
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY 8:00AM-5:00PM		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.) <input checked="" type="checkbox"/> Business Technology Management <input type="checkbox"/> IT Project Management <input type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering <input type="checkbox"/> Software Engineering <input type="checkbox"/> System Engineering
	Organizational Setting and Major Functions <p>Under the general supervision of the Information Technology Supervisor II (IT Sup II), the Information Technology Associate (IT Assoc) is responsible for supporting the California Department of Technology's (CDT's) Office of Professional Development (OPD) Workforce Development and Training programs through, the technical support of the training center while also utilizing project management and business analysis skills.</p> <p>The IT Assoc must maintain an open and learning mindset, effectively communicate verbally and in writing, strive to master specific competency and skill levels, and perform well under pressure, all while working in a fast paced and multitasking environment. The individual must demonstrate initiative and responsibility in successfully performing the following job duties:</p>
% of time performing duties 40%	Essential Functions (Percentages shall be in increments of 5 and should be no less than 5%) Training and Education Center (TEC) Technical Support (Off-Site) <ul style="list-style-type: none"> Escalate A/V and PC needs to Tier 2 desktop support, as necessary, to Service Desk by submitting appropriate ticket, documentation, and follow-up on issue until closure. Independently research all related equipment needed to support the department's A/V needs in the TEC. Recommend and document business and technical requirements for technology solutions regarding TEC setup and system upgrades. Analyze, develop, and document business processes for TEC maintenance and operations utilizing industry best practices and standard methodologies. Recommend IT purchases needed for the TEC. Document and deliver end user training related to TEC technologies using various instructional aids and communication media. Recommend process improvements for TEC equipment maintenance. Conduct research and analysis of new client technologies regarding training room equipment, setup, and maintenance. Document design specifications, installation instructions, and other system-related information for TEC computers and connected equipment. Work with Desktop Support Team to update standards, procedures, and controls to ensure proper installation, configuration, maintenance, security, reliability, and availability of TEC systems.

% of time
performing duties
30%

Videography, Branding and Promotion

- Provide video products specific to OPD academies and/or training events using state-of-the-art equipment and software, including cameras, lighting systems, video recorders, and audio/video editing software.
- Film and edit raw footage of captured events or trainings into concise, useful, and interesting videos for Office of Professional Development (OPD) and California Department of Technology (CDT) consumption.
- Deploy departmental videos to the California YouTube channel. Ensure applicable department webpages have corresponding web links as needed.
- Perform post-production activities for video footage such as editing and condensing content. Add headings, callouts, animations, and other special technical/graphical effects; ensure standardized and customized department documents, photos, and graphics are saved and exported in file types that are importable and compatible with all desktop software and Internet/Intranet applications.
- Utilize department videography software/hardware for complex video/editing on a cross platform infrastructure-Apple and PC- to develop statewide eLearning modules utilizing non-linear editing, encoding, and appropriate codecs as required.
- Develop and maintain the OPD's brand identity in collateral marketing materials and internal and external web presence as directed.
- Plan, design and develop logos, color schemes, symbols, and emblems used to establish a unified product brand for the OPD, including the Training and Education Center (TEC).
- Perform research, assess needs, and advises management regarding necessary media materials (including video/audio) used in the execution of the leadership academies and technical training.
- Plan and design documents that include table tents, email blasts, graduation certificates, and graduation agendas and/or programs.
- Develop outreach and recruitment materials (brochures, flyers etc.) for use at job fairs, conferences, and other public forums.
- Provide recommendations to OPD management regarding effective branding, marketing, and promotion of OPD academies and training.
- Keep abreast of industry trends, specifications, etc. regarding software, production equipment, and formatting pre-press requirements for all electronic and printed mediums.

20%

Statewide IT Leadership Academy Project Management and Customized Training

- Support IT leadership academy to ensure success and relevance of the program on going.
- Assist with activities to capture, analyze, and develop reports on course and program evaluation findings, as needed.
- Participate in new program and delivery methods to meet Departmental workforce development training needs and objectives including, but not limited to, development of online toolkits and training tools.
- Partner and support CDT management in subject-specific course material internally developed to ensure a consistent customer experience.
- Collect student and program coach evaluations and classroom survey data, consolidate input, and create reports on data collected. Share data results and reports with program leads to help inform program evolution for all academies.
- Develop, maintain, and revise project and/or work plans for OPD projects (academies) using industry standard project management methodologies. This includes developing a project schedule and Roles and Responsibilities matrix (e.g. RACI), which will be reviewed and approved by all project stakeholders.
- Share knowledge and skills with colleagues to foster professional growth and promote collaboration throughout OPD.
- Schedule and facilitate meetings related to IT projects, as needed.

10%

Training and Education Center (TEC) Technical Support (On-Site)

- Perform Tier 1 support for audio and visual (A/V) equipment in the TEC by doing initial equipment set-up and trouble-shooting technical issues in support of daily classes, academy kick-off events, graduations, and all other special events.

- Maintain and monitor IT assets in the TEC to maintain accountability using standard IT management tools and techniques in compliance with State, Federal, and other applicable standards, policies and regulations.
- Ensure equipment is in working order and has all required software updates. Assist with replacement of IT equipment on scheduled timeframes or as necessary.
- Perform the installation of software applications specific to training courses on PCs located in the TEC.
- Maintain a current inventory of all hardware and software in unit.
- Support webinars hosted in the TEC by setting up and troubleshooting technical issues. Webinar software currently used include Zoom, and Microsoft Teams.

Marginal Functions (Percentages shall be in increments of 5 and should be no more than 5%.)

None

Work Environment Requirements

- Must be willing to work overtime as necessary to ensure deadlines are met
- Travel between CDT locations and collaborating organizations (downtown) may be necessary
- Position allows telework; however, incumbent must be available and willing to go into any CDT office or designated office location for specific activities.
- Requires professional conduct and attire, as defined in CDT attire guidelines, as incumbent will interact with internal and external management/executives as well as the public.
- Requires the incumbent to be flexible, use good time management practices, and complete assignments timely and accurately.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The IT Assoc works under the direct supervision of the IT Sup II and may receive assignments from the Information Technology Manager I (IT Mgr I), and the Deputy Director of the OPD (CEA B).

Actions and Consequences:

The IT Assoc must be able to administer duties using good communication skills, judgment, logic, and discretion in providing recommendations on various initiatives, projects, and daily work assignments. Failure to use good judgment in handling sensitive and confidential material and in imparting information could result in a violation of confidentiality requirements. Inappropriate decisions can adversely impact morale and effectiveness of staff, impact the ability of management to make sound business decisions, cause customer service problems, as well as impact the overall effectiveness of the unit in its role in delivering services to our customers.

Personal Contacts:

The IT Assoc has frequent and regular contact with all levels of the CDT staff, including, but not limited to, CDT senior executive staff, consultants, vendors, and other government agencies' staff. The incumbent must have the ability to gain the confidence and cooperation of others in order to establish and maintain good working relationships.

Administrative and Supervisory Responsibilities Indicate "None" if this is a non-supervisory position.)
None.

Supervision Exercised:

None.

Other Information

Desirable Qualifications: (List in order of importance.)

The successful incumbent should possess the following:

Skills and Experience:

- Experience in resolving basic connectivity issues
- Experience in facilitating online meeting and events using Zoom, Microsoft Teams
- Experience in facilitating complex webinars using Zoom Webinar and Microsoft Teams Live
- Experience with video recording and photographing events and staged productions, plus audio-video equipment maintenance
- Expertise in Adobe InDesign, Adobe Photoshop, Adobe Premier Pro and Camtasia screen capture software
- Extensive experience in graphic design using Adobe InDesign and Adobe Photoshop to create various high-resolution brochures, booklets, email blast graphics, including photo editing and color correction for printing, websites, and Full HD videos
- Experience using Premier Pro and Camtasia for video ending producing Full HD (1920x1080p) videos for training and promotional purposes
- Strong planning, problem-solving and analytical skills
- Excellent customer service skills
- Strong writing and communication skills – verbal, written, and interpersonal; must be comfortable interacting with all levels of staff within the organization
- Strong organizational skills with great attention to detail
- Proficiency in Microsoft Office, specifically Outlook, Word, Excel, and PowerPoint

Ability to:

- Perform technical analysis of proposed technology solutions (i.e.: hardware, software)
- Gather data to perform statistical analysis and report outcomes
- Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- Exercise a high level of diplomacy, tact, and professionalism in stressful situations
- Work independently, take initiative, and follow through
- Learn quickly and apply new material to develop and recommend creative solutions
- Be flexible and multitask
- Be a team player
- Maintain consistent attendance, be punctual and dependable

Knowledge of:

- Mac Operation System, software, hardware, and cross-platform networking
- Structured writing techniques and methods to draft technical documents

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE
------------------------	---------------------	------

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
-------------------------	----------------------	------